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| Conference & Catering Administrator | ENU_Logo_CMYK |
| **Role Description** *.* |  |

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| **Grade & Salary:** | | Grade 3 |
| **Campus Location:** | | Craiglockhart Campus with travel throughout the University Estate |
| **Line Manager:** | | Conference and Events Manager |
| **Line Management Responsibility for:** | | NA |
| **Organisational Structure:** | |  |
| **Role Summary:** | | This is a new role reporting to the Conference and Events Manager, responsible for systems and administrative support to the Conference and Events and Catering Teams, helping to support the delivery of the University Strategy.  Conference and Events and Catering are part of the Property and Facilities Department which is one of the largest professional services departments within the University and is responsible for the management and development of the University Campuses, Ancillary Facilities, Student Accommodation, Conferencing and Events, Catering, Facilities Services and ENgage gym. |
| **Main Duties and Responsibilities** | | |
|  | To be a Systems Superuser and provide day to day systems support to the Conferencing, Events and Catering Teams providing troubleshooting and an excellent customer service.  Current University systems include: Saffron, MCR (Symphony) Enjoy app and Aggresso. | |
|  | To lead on providing an excellent administrative service to the Conference, Events and Catering Teams including developing and producing Management Information. This information will include, KPIs, waste reports, providing detailed information in regards to sales and volumes of catering sold and stock held. Taking Meeting Notes, bulleting action points and circulation for follow up. Manage the team email mailbox and be first point of contact for telephone enquiries. | |
|  | To work closely with the finance team to raise and receipt purchase orders, credit card payments, web requisitioning and raise customer invoices. | |
|  | To manage internal bookings for all event spaces at the University through the booking system, issuing contracts and collaborating with other Teams and departments to ensure that all customer requirements are fulfilled | |
|  | To assist in organising events and attending where required to ensure an excellent customer service is achieved. | |
|  | To provide systems and administrative support for the implementation of a new accommodation and conferencing booking system. | |
|  | Role model the University’s values and behaviours. | |
|  | To undertake training and staff development as agreed with the Conference and Events Manager to ensure lifelong learning. | |
|  | To undertake such other duties as may reasonably be required by the Conference and Events Manager. | |

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| **Person Specification** |  |

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| **Attributes** | * **Essential Selection Criteria** | **Desirable Selection Criteria** |
| Education/Qualifications |  | Degree educated or with relevant work history. |
| **Experience** | Administrative experience in a busy office environment.  Experience of working in a busy customer focused environment.  Knowledge and experience of office management systems and developing procedures around these.  Experience of producing high quality management information.  Ability to handle sensitive information and maintain discretion at all times.  Experience of suppoting finaincial procedures.  Ability to communicate effectively with a wide range of stakeholders from student, staff and senior university staff. | Experience of Working in Further/Higher Education.  Knowledge of the University’s financial systems that are CABS & Agresso.  Experience in working with Saffron and Symphony (MCR) which are catering stock systems. |
| **Skills/Personal Requirements** | Excellent communication skills - written and verbal.  Excellent IT skills including experience of using Microsoft office, excel spreadsheets and databases.  Excellent organisational skills.  Attention to detail and problem solving skills.  Ability to work on own initiative and to prioritise workload.  Ability to work on multiple activities and to deadlines.  Ability to provide exceptional customer service to colleagues, students and those external to the University.  Flexible approach to working overtime/weekends when required. | Evidence of commitment to continuing personal development. |